### **CORRESPONDENCE**

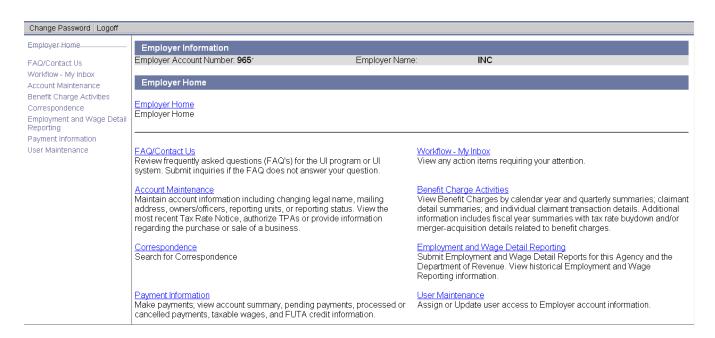
#### Introduction

This section of the document will show how an authorized user can view a correspondence sent from DUA to the employer account on the QUEST system. It will also show how to set up your preference for correspondence method. There are two methods of correspondence available: email and U.S. mail. You will be able to search and view correspondence sent to your account in QUEST, irrespective of your chosen correspondence preference method. If your preference is Email, you will receive a notification to your email address that a correspondence is available for your review. You must login to the QUEST system to view the correspondence.

NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free at www.adobe.com

# Step-by-Step Instructions:

1. Navigate to the employer home page. The home page will appear as shown below. Click on the link 'Correspondence'.



- 2. The correspondence home page will appear. Click on 'Search'
- 3. The correspondence search page will appear as shown below. Enter the date range for which you wish to search correspondence for. Click on 'Search'.

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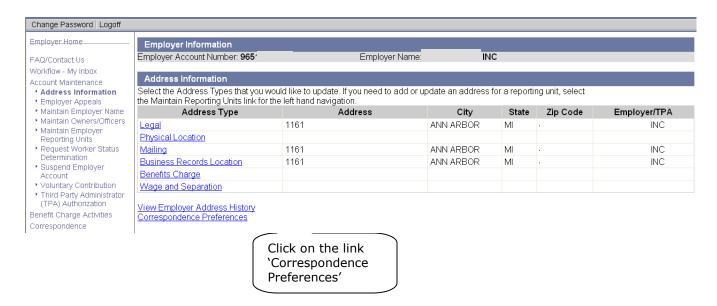
4. The search results will appear as shown below. Click on the correspondence number to view a correspondence.



5. The selected correspondence will appear in a new window in pdf format.

### **SET UP CORRESPONDENCE PREFERENCE:**

- 1. Navigate to the account maintenance home page. If required please refer to the section, 'Navigating to Account Maintenance'.
- 2. Click on the link 'Address Information'.
- The address information page will appear as shown below. Click on the link 'Correspondence Preferences'



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4. The following page will appear. On this page, choose your communication method as US Mail or Email. If email is your communication method, enter the email address you wish to receive your correspondence notifications.



5. Click 'Submit' to complete the process.